Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Finance	Manager, NWT eServices Program	
Position Number	**Community**	**Division/Region**
15-16273	Fort Smith	Governance, Planning and Security/HQ

PURPOSE OF THE POSITION

The Manager, eServices Program is responsible for leading, managing and evaluating the design and implementation of the GNWT eServices Program and related initiatives to ensure the delivery of high-quality eServices for the people and businesses of the NWT.

SCOPE

The Manager, eServices Program is located in Fort Smith and reports to the Director, Governance, Planning, and Security (GPS), Department of Finance in Yellowknife. The Manager is responsible for leading and managing all aspects of the GNWT eServices Program including providing strategic advice on the program design and implementation; managing the operation and delivery of eServices initiatives, including product owner for the eServices public facing portal; conducting in-depth engagements with client departments, stakeholders, end users and the public; leading monitoring, evaluation, risk management and continuous improvement activities; and managing the unit's financial, technical and systems resources as well planning for future human resources.

The GNWT eServices Program is a new and emerging program within the GNWT designed to provide an enterprise approach and one stop shop for online services across departments. The purpose of the program is to deliver digital services to people and businesses in the NWT to allow secure and easy to use access to GNWT eservices and improve service delivery.

The program will also consist of several additional initiatives such as a digital identity program, Business Number Implementation; Digital Signatures; and a unified web presence for the GNWT.

The eServices Program is guided by the Business Transformation Committee consisting of Assistant Deputy Ministers from all GNWT departments as the program Steering Committee. The Manager will work with Senior Management and the Steering Committee in developing service delivery strategies, plans, policies, procedures and standards to ensure the provision of high quality, responsive and accurate services to client departments, stakeholders, end users and the public.

The Manager will be responsible for leading the planning side of the program, as well as managing the on-going operations of the program; onboarding new programs and services; and ensuring the required resources and capacity to add additional services into the portal.

A critical function for the Manager will be to conduct meaningful engagements with a range of clients and users. The Manager will need to work closely with client departments and stakeholders to clarify eServices expectations and requirements; establish service delivery models; prioritize services for eservice delivery by assessing readiness for online delivery. The Manager will also need conduct engagements using a variety of formats, including surveys and direct response formats, to determine end user and public satisfaction with services and to make continuous program improvements.

The Manager will work closely with internal stakeholders such as the Manager of Strategy, Planning and Architecture on eService Program strategy development, with the Information Systems Shared Service (ISSS) division on eService delivery, reporting and continuous improvement activities, with IMT Business Partners and department service owners to identify, assess and prioritize ne w e-services. The Manager will also need to work closely with stakeholders that provide service to the public such as Services TNO and Government Service officers to ensure they are aware of new eservices and are able to provide service, as they launch. The Manager is in a unique position to share information obtained from the public and from citizen satisfaction surveys, thereby contributing to advancement of the GNWT eServices Program, development of needed services, and contribute to overall satisfaction with government service delivery.

The Manager is responsible for taking the lead role in monitoring, evaluation, risk management and reporting methods to ensure eServices meet client department, stakeholder and end user needs; address risk management and privacy concerns; and to incorporate system updates and improvements. Given the nature of the programs and information gathered, it is essential that the work be conducted under rigid guidelines regarding privacy requirements. The Manager leads corporate activities related to improving service delivery to people and businesses, including working with the Institute for Citizen-Centred Services (ICCS), participating in national satisfaction surveys for Citizens First and Business First.

The position is also responsible for leading and managing the unit's resources including a $750,000 annual operations and maintenance budget. The position is also responsible for the planning and eventual hiring, mentoring, and supervising of two analyst positions.

Providing accurate, timely and responsive eServices in a professional and courteous manner is essential to the provision of quality programs, services and information to end users and the

general public. The inability to provide such services will have a direct impact on client departments and stakeholders and could lead to a loss of confidence in the program. The impact of not providing quality services and information to end users and the public may result in consequences that are realized at the senior administrative and political level.

RESPONSIBILITIES

1. **Lead the development and implementation of strategic plans and processes to ensure the provision of high quality, responsive and sustainable eServices programs and services.**
   - Implement and contribute to the overall strategic direction for the eServices program that includes the NWT eServices Portal and other initiatives to improve GNWT eService delivery.
   - Provide expert advice and issue management to Senior Management and the eServices Program Steering Committee on strategic plans, policies and processes.
   - Establish eServices priorities and roadmaps.
   - Conduct research and initial planning on eService Program initiatives.
   - Collaborate on project planning including contributing to development of business cases for capital projects, project charters and project scope documents for eServices initiatives.
   - Contribute to development of policies, guidelines, standards and reporting systems for the eServices program.
   - Define program and project outcomes and establish evaluation frameworks, metrics and success indicators for eServices initiatives.
   - Design and implement process flows, including definition of roles and responsibilities and decision points for the eServices program.
   - Act as Program Sponsor for eService projects, and review and approve changes to project plans, schedules, scope, goals, and/or cost estimates. Validate and approve project deliverables related to the eServices program.

2. **Manage the delivery of eServices initiatives to provide accurate, timely and effective services to client departments, stakeholders, end users and the public.**
   - Work closely with ISSS managers to design, implement, and monitor operational frameworks for effectively managing onboarding of new services, inquiries, complaints, service standards and operational agreements for an external Client Care team.
   - Establish operational performance metrics and indicators and provide operational analysis and reporting.
   - Adjust priorities to respond to emerging needs for the eServices program.
   - Research, model and incorporate best practices in service leadership and service delivery continuous improvement within the Unit.
   - Establish standards and priorities to meet departmental needs that fit with organizational objectives.
   - Develop and implement a public feedback mechanism to enable continuous improvement of the eServices initiatives.
   - Recommend new guidelines, policies or modifications in order to improve service delivery or address new and emerging issues.

3. **Engage with client departments, stakeholders, end users and the public to ensure that services meet program needs and issues are addressed in a timely manner**
   - Regularly liaise with client departments and IMT Business Partners regarding department eServices needs and priorities.
   - As program manager for the eServices portal, continue to monitor and contribute to ongoing feature management, participate in regression testing, communicate results, and solicit appropriate input.
   - Meet client expectations by addressing concerns and identifying and resolving issues in a timely manner.
   - Work with ISSS and client departments on new eService onboarding activities and improvement activities to ensure that support teams can provide high quality services to the public and end users.
   - Work to resolve conflicts between stakeholder groups, client departments and end users.
   - Develop and maintain effective relationships with counterparts in other jurisdictions to maintain awareness of best practices and service solutions appropriate for the NWT, and that are consistent with other jurisdictions.
   - Participate on FPT committees on Digital Identity, Client Centred Service and Contact Centre Operations to both represent the GNWT and learn from others.

4. **Lead monitoring, evaluation, risk management and reporting activities to ensure eServices are accurate, efficient, effective and address risk management and privacy concerns.**
   - Analyse, synthesize, and report on program statistics and outcomes to guide decisions at all levels of the organization, including at the Senior Management and Steering Committee level.
   - Make recommendations for changes to policy, procedures, legislation as required.
   - Monitor and track the department's progress concerning program evaluations and work with departments to implement process/program improvements.
   - Manage client department, stakeholder and end user eService satisfaction surveys and results reporting.
   - Prepare program reports and briefing notes for presentation to Senior Management and/or the Steering Committee.
   - Contribute to policy, procedure and process development to address results from client satisfaction surveys and user feedback.
   - Work with client departments to design and conduct program evaluations to measure the efficiency and effectiveness of eService programs and services.
   - Provide recommendations on issues/risks that impact project schedule/scope/costs, or significant impact to business operations related to the eServices Program.
   - Review issues/risks that require escalation and provide recommendations to Senior Management and/or the eServices Program Steering Committee where appropriate.

5. **Lead and manage the Unit's resources to ensure an effective, efficient, and positive workplace.**
   - Lead activities that promote a strong service culture within the GNWT that are responsive to client needs.

- Plan for the eventual hiring of two analysts that ensure the provision of quality eServices.
- Contribute to and manage the financial planning of the Division by identifying annual financial requirements, analyzing, and reporting on expenditures, explaining variances, and advising on options in use of available budget.
- Enter into and manage service contracts or Service Level Agreements including technical, translation and other needed services.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental demands. Occasional travel to Yellowknife may be required.

Sensory Demands

No unusual sensory demands.

Mental Demands

Planning and coordinating activities across Departments can be stressful, with multiple stakeholders needing to be involved. The demand for eservice onboarding may outweigh capacity, and ability to obtain improvement/corrective action in a timely manner may lead to dissatisfaction with clients and end users.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of eService management policies, procedures, methods and standards.
- Service management experience, and knowledge of contact center operations and management.
- Strategic planning skills to outline long term objectives, and related activities to achieve them.
- Excellent communications skills, both written and verbal, needed to work with senior managers, program owners and the public.
- Project management or planning expertise, to be able to develop initial project scoping documents and gain support from stakeholders and activities required to scope out and advance new eService initiatives for consideration.
- Proven knowledge and experience in facilitation and stakeholder relations (internal and external, including non-GNWT partners).
- Knowledge of quality improvement, quality assurance, and risk management tools, strategies, techniques.

- Proficiency in use of common technology tools (MS Office suite and GNWT/contact centre phone system) as well as willingness to learn and use new tools needed for eService management.
- Knowledge of, and experience in, human resources and financial management methods.
- Outstanding customer service focus including responsiveness, proactive issue management, ability to maintain calm in stressful situations, and attention to detail.
- Excellent change management and change leadership skills.
- Excellent critical thinking and decision-making skills.
- Organizational skills to manage an office, staff, program management activities, ability to meet deadlines, and relationships with multiple stakeholders.
- Ability to analyze and report on trends, issues and opportunities related to eServices program areas of responsibility.
- Ability to work with a high degree of independence.
- Proven ability to develop and implement standard operational management tools and processes.
- Ability to lead, develop and manage all phases of project management including problem definition and solving, research design and development, implementation,

Typically, the above qualifications would be attained by:

A Degree in business administration or management, or a related field coupled with five (5) years of related program management and/or strategic planning and delivery experience, and two (2) years of supervisory experience.

Highly desirable certifications include: ICCS Certified Service Manager training and certification, program management and/or service management certifications.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☐ No criminal records check required
☒ Position of Trust – criminal records check required
☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)
    Level required for this Designated Position is:
        ORAL EXPRESSION AND COMPREHENSION
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
        READING COMPREHENSION:
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
        WRITING SKILLS:
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
☐ French preferred

Indigenous language: Select language

☐ Required
☐ Preferred